Create / Maintain Grievances

The Create/Maintain transactions are used to document an employee grievance. Grievance information should be entered as instances occur so that the system is current.

Infotypes that currently exist for the employee accessed are identified by green check marks to the right of the infotype descriptions.

An overview of the process contains some/all of the following steps:

- The Employee identifies a violation of Policy/Procedure and discusses with management.

- The Agency Representative/Management with the input from the Grievance Maintainer makes a decision to deny or settle the issue.

- The Agency Representative/Grievance Maintainer issues decision to the Employee.

- The Grievance Maintainer enters the appropriate information into OSC HR/Payroll system.

- The Employee receives Management decision on the grievance and decides whether or not to continue.

- The Agency Representative Grievance Maintainer monitors Grievance progress until required submission to Mediation or Appeals Court.

- The Mediation/Appeals Court issues the final decision/step in the Grievance process.

- The Grievance Maintainer – closes grievances as appropriate and updates the Employee record in the OSC HR/Payroll system.

1. Enter the Personnel number in the Personnel no. field and click the **Enter** button.

2. Enter the **Infotype** and the **Subtype (Sty)**.

3.   Click the **Create** ⬜ button.

Create Grievances NA (0102)

Personnel No   80001243   Name   Jimmy Smith01
EEGroup   A   SPA Employees   PersA   4601   Cultural Resources
EESubgroup   A1   FT N-FLSAOT Perm   Statu   Active
Start   06/07/2011   to   12/31/9999

Grievance data
Subtype   1   Grievance - 3 step no mediation
Reason   04 ⬚
Grievance number   ☐
Date entered   ☐
Supervisor   ☐

Status
Time from   ☐
Resolved at   ☐
Result   ☐   Date settled   ☐

Estimated costs   ☐   USD

4.   Complete the following fields and click **Enter**.

- Start (date)

- Reason

ℹ️ **Information**	The start date is when the Grievance process began. When records are created, they are assigned a "Start Date". Because the end dates are not typically known, SAP automatically applies an end date of 12/31/9999. **Once the actual "End Date" is known, the record is maintained (delimited) to apply the actual "End Date".**

You can use the matchcode to find the desired reason.

```
Create
Change
Copy
Delete
Lock/unlock          Shift+F12
Maintain text              F9
Display text
Cancel                    F12
```

5.   Click **Edit > Maintain text** on the toolbar at the top of the screen.

Infotype Text

Enter appropriate comments here.

6.   Enter appropriate text in the Infotype Text box that is displayed. (Don't forget to **Save** your comments.)

(i) Information	Click in the body of the text field and add the appropriate text. Optional text could be Appealable to SPC and where filed. The various application buttons above the text area will allow additional text to be imported/pasted, etc.

Note that the screen now displays an icon indicating that there are comments attached to this record.

7. Complete the following fields, then click **Enter** and **Save**.

- Date Entered

- Supervisor

- Time from

Create Monitoring of Tasks (0019)

Personnel No   80001243   Name   Jimmy Smith01
EEGroup   A   SPA Employees   PersA   4601   Cultural Resources
EESubgroup   A1   FT N-FLSAOT Perm   Statu   Active

Task

Task Type   10 5 Days
Date of Task   06/14/2011   Processing indicator   New task

Reminder

Reminder Date
Lead/follow-up time   For specific task type

Comments

Follow up with Mr. Servais

8. Complete the following fields, then click **Enter** and **Save**.

   - Task Type

   - Date of Task

   - Processing Indicator

   - Comments

   NOTE: Create a Monitoring of task during each step as a reminder to maintain the IT0102. Use dates from OSHR or OSHR Approved Agency Policy.

	The infotypes have been created but OSC recommends reviewing via PA20 to ensure accuracy.
Information	

9.   Click the **Back** button.

TO MAINTAIN THE GRIEVANCE:
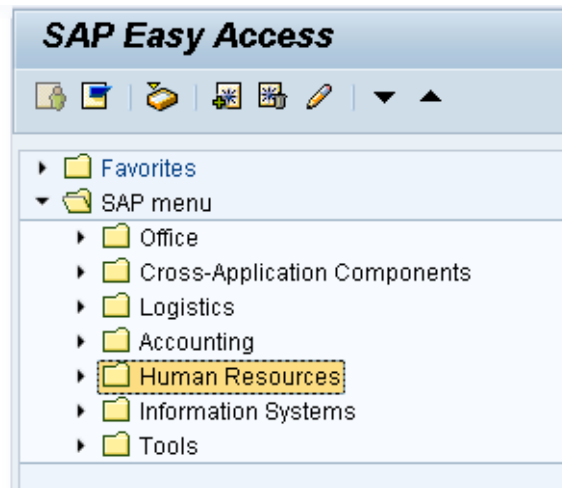
10. Type **PA30** in the Command field and press **Enter**.
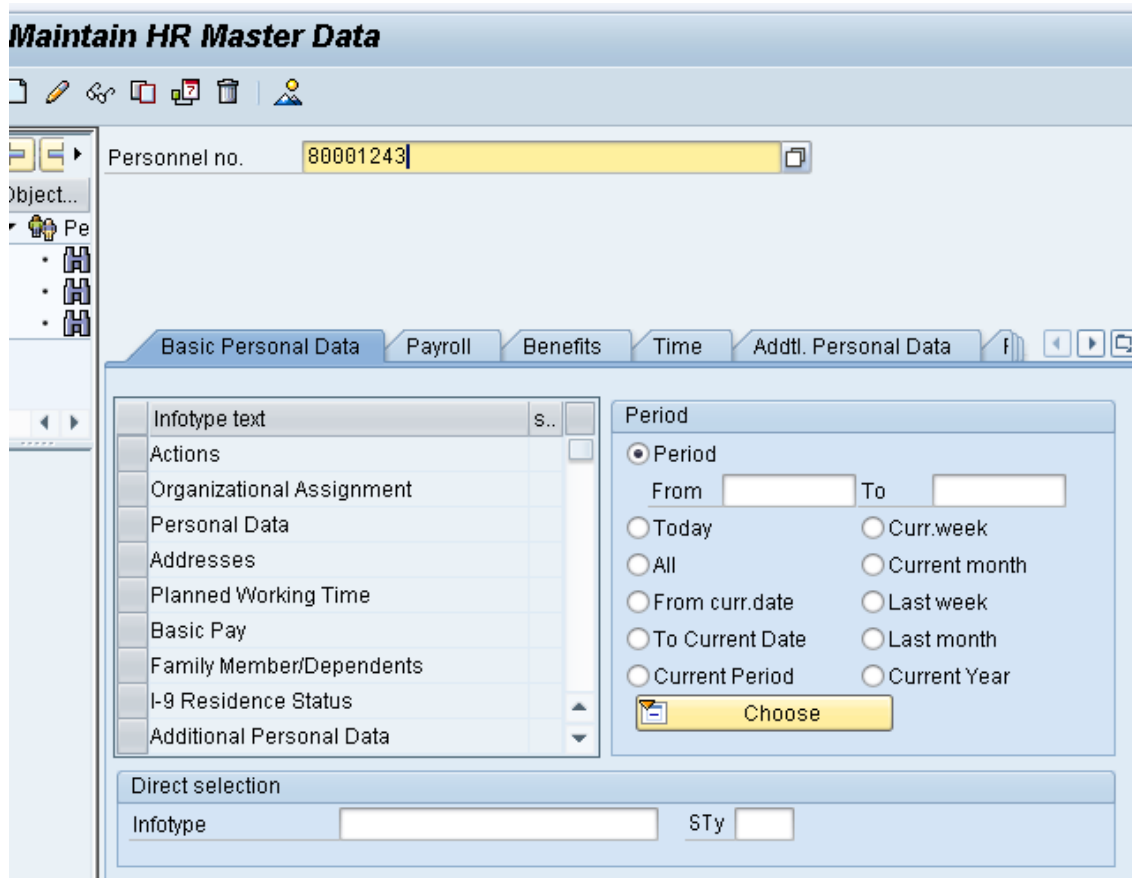
11. Enter the **Personnel no.** in the Personnel no. field and click **Enter**.

    Verify the employee displayed is the one with which you wish to maintain.

12. Select the **All** ⊙All button.

13. Type **102** in the Infotype field.

14. Click the **Overview** button

List Grievances NA (0102)

Personnel No 80001243   Name   Jimmy Smith01
EEGroup   A   SPA Employees   PersA 4601 Cultural Resources
EESubgroup A1   FT N-FLSAOT Perm   Statu   Active
Choose   01/01/1800   to   12/31/9999   STy.

Gri...	Start Date	End Date	R..	Name	Description
1	06/07/2011	12/31/9999	04	Grievance - 3 step no mediati...	DA - Dismissal

15. Highlight appropriate row.

16. Click the **Copy** button.

Copy Grievances NA (0102)

Personnel No 80001243   Name   Jimmy Smith01
EEGroup   A   SPA Employees   PersA 4601 Cultural Resources
EESubgroup A1   FT N-FLSAOT Perm   Statu   Active
Start   06/14/2011   to   12/31/9999

Grievance data

Subtype   1   Grievance - 3 step no mediation
Reason   04   DA - Dismissal
Grievance number   001
Date entered   06/07/2011
Supervisor   80001283

Status

Time from
Resolved at
Result   Date settled

Estimated costs   USD

17. Enter the **beginning date** of the record in the Start field.

18. Enter the appropriate selection in the **Time from** field.

Options for the Time from field:	
Subtype 1 – Select appropriate step	• 50-Initial Filing • 51-1-Step 1 • 52-1-Step 2 • 53-1-Step 3
Subtype 2 – Select appropriate step	• 50-Initial Filing • 54-2-Mediation • 55-2-Hearing
Time from for both Subtypes 1 and 2	• 56-FAD • 57-OAH • 58-SPC • 59-Court

19. Enter the appropriate selection in the **Resolved at** field.

Options for the Resolved field:	
Subtype 1 – Select appropriate step	• 60-Step 1-1 • 61-Step 1-2 • 62-Step 1-3 • 63-Step 2-1 • 65-FAD
Subtype 2 – Select appropriate step	• 63-Step 2-1 • 64-Step 2-2 • 65-FAD
Select appropriate (not resolved at any other step)	• 66-OAH/SPC • 67-Appeal to Court

20. Enter the appropriate selection in the **Results** field.

21. Enter the appropriate selection in the **Estimated costs** field.

22. Enter the appropriate selection in the **Date Settled** field, then Enter and Save

> **Information**
> Repeat steps 9-21 for each step of the Grievance process.
> **Once the actual "End Date" is known, the record is maintained (delimited) to apply the actual "End Date".**

23. Click **Back.** The infotypes have been created but we recommend reviewing via PA20 for accuracy.

ADDITIONAL RESOURCES

Webinars	HR Conference Call / Webinar, January 18, 2011